IN THE CLAIMS

1.   (Previously Presented) A computer telephony server for interfacing a plurality of computer telephony applications programs to one or more of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating with at least one computer telephony application using a common standardized message structure set which is independent of any particular telephony environment said application including means for selecting one of said plurality of environments to communicate over;

means for communicating with said telephony environments using specific message structure sets each corresponding to particular one of said telephony environments;

a translation layer for translating messages between the standardized message structure set and the specific message structure sets; and

means for automatically configuring said server to select said one environment selected by said application upon receipt of a selection message of said one environment from said application.

2.   (Canceled)

3.   (Original) The server of claim 1 wherein said telephony server includes means for selecting which telephony environment to communicate with via a setup menu.

4.   (Original) A call processing system comprising the server of claim 1, a plurality of telephony applications programs running on a computer separate from a computer on which said server is implemented, said server communicating with said computer via a local area network and via a standardized message set and protocol that is independent of any particular telephony environment, and wherein said server is capable of communicating with a plurality of telephony environments, said telephony environments include at least a PBX, a data network gatekeeper, and a public switched telephone network switch.

5.   (Original) The system of claim 4 wherein said computer telephony application is a screen pop application.

6.   (Previously Presented) A call processing system comprising:

a personal computer, said personal computer including means for receiving an account number or other identifying information associated with a user's account, means for performing a table lookup to ascertain a full record of information regarding the users account, and means for displaying such information on a computer screen, said personal computer further including means for selecting one of a plurality of telephony environments to communicate over;

a local area network arranged to effectuate communications between said personal computer and other computer devices, said communications occurring utilizing a standard communications protocol and message set independent of any particular telephony environment;

a server, said server also being connected to the local area network and being configured to communicate with said personal computer using said standard communications protocol and message set, said server also being capable of communicating with a plurality of telephony

environments utilizing different specific protocols and message sets each corresponding to particular one of said telephony environments, said server being automatically configurable to select a specific protocol and message set of said selected one environment upon receipt of a selection message of said one environment from said personal computer.

7.   (Original) The system of claim 6 wherein said server is also capable of communicating with a plurality of different PBX's.

8.   (Previously Presented) A computer telephony server for interfacing a plurality of computer telephony applications programs to one of a plurality of telephony environments, the plurality of environments being accessible to the computer telephony server, said computer telephony server comprising:

means for communicating, using a common standardized message structure set which is independent of any particular telephony environment, with at least one computer telephony application, said application including means for selecting one of plurality telephony environments to communicate over;

a translation layer for translating messages from the standardized message structure set to a specific message structure set of any one of said plurality telephony environments;

means for automatically configuring said server to select said specific message structure set of said selected one environment upon receipt of a selection message of said one environment from said application.

9.   (Original) The system of claim 4 wherein said telephony application is a call routing application.

10.   (Original) The system of claim 4 wherein said telephony application is a database driven dialing application.

Claims 11-20 (canceled).

21.   (Previously Presented) The telephony server of claim1 wherein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

22.   (Previously Presented) The telephony server of claim 6 wherein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

23.   (Previously Presented) The telephony server of claim 8 herein said telephony environments comprises one or more of PBX, network servers for a packet telephony network, public switch telephone network switch.

24.   (Previously Presented) A call processing system comprising the server of claim 1, a plurality of telephony applications programs running on a computer separate from a computer

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on which said server is implemented, said server communicating with said computer via a local

area network via said standardized message set.

25.   (Previously Presented) The system of claim 24 herein said telephony environments

include at least several PBXs, a data network gatekeeper, and a public switched telephone

network switch.

26.   (New) A method, comprising:

communicating with at least one computer telephony application using a common

standardized message structure set that is independent of any particular telephony environment,

said application to select one of said plurality of environments to communicate over;

communicating with said telephony environments using specific message structure sets

each corresponding to a particular one of said telephony environments, wherein messages are

translated between said standardized message structure set and said specific message structure

sets; and

selecting automatically said one environment selected by said application, upon receipt of

a selection message of said one environment from said application.

27.   (New) An article of manufacture comprising:

a machine-accessible medium including thereon sequences of instructions that, when

executed, cause an electronic system to:

communicate with at least one computer telephony application using a common standardized message structure set that is independent of any particular telephony environment, said application to select one of said plurality of environments to communicate over;

communicate with said telephony environments using specific message structure sets each corresponding to a particular one of said telephony environments, wherein messages are translated between said standardized message structure set and said specific message structure sets; and

select automatically said one environment selected by said application, upon receipt of a selection message of said one environment from said application.

28. (New) A computer telephony server, comprising:

a standard-instruction-set-message unit, to generate messages using a common standardized message structure set for communication with a telephony application running on a personal computer using a standard communications protocol and a message set, wherein the server is connected with the personal computer via a local area network;

a specific-instruction-set-message unit, to generate messages using a specific message structure set for communication with one of a plurality of telephony environments, wherein the specific message structure set corresponds to one of the telephony environments;

a telephony-environment indication unit, to receive from the telephony application a selection message indicating a telephony environment selected by the telephony application, and configure the computer telephony server to select the telephony environment; and

a translation layer to translate messages between the standardized message structure set and the specific message structure set.

29.   (New) The server of claim 28, wherein a message using the common standardized message structure set comprises one or more of information forwarded to the telephony application regarding a telephone call received by the computer telephony server from the telephone environment, instructions from the telephony application for execution by the computer telephony server, and status messages forwarded to the telephony application received by the computer server from the telephony environment.

30.   (New) The server of claim 28, wherein a message using the specific message structure set comprises information regarding a telephone call received by the computer telephony server from the telephony environment.

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